

Message Text

LIMITED OFFICIAL USE

PAGE 01 MOSCOW 18023 020704Z

12

ACTION EB-07

INFO OCT-01 EUR-12 ISO-00 COME-00 TRSE-00 OMB-01 CIAE-00

DODE-00 INR-05 NSAE-00 PA-01 RSC-01 USIA-06 PRS-01

SP-02 /037 W

----- 047119

R 020639Z DEC 74

FM AMEMBASSY MOSCOW

TO SECSTATE WASHDC 5042

INFO AMEMBASSY VIENNA

LIMITED OFFICIAL USE MOSCOW 18023

E.O. 11652 N/A

TAGS: BBAK, UR

SUBJECT: RANK XEROX IN USSR: ACCREDITATION AND AFTER-SALES
SERVICE

1. ON NOV 26 RANK-XEROX, WHICH SAILS LOCALLY UNDER THE UNION JACK, GAVE RECEPTION CELEBRATING OPENING OF ITS ACCREDITED OFFICE IN MOSCOW. PRESENT BRITISH STAFF RESIDENT HERE FOR ALMOST TWO YEARS PRIOR TO ACCREDITATION, HOWEVER. ON BASIS TURNOVER ALONE (NOW RUNNING IN EXCESS OF DOLS TEN MILLION ANNUALLY), RANK-XEROX SHOULD HAVE BEEN GIVEN ACCREDITATION SOME TIME AGO. HOWEVER, SOVIETS WITHHELD ACCREDITATION: A) TO PRESS RANK-XEROX TO BE MORE FORTHCOMING ON PROVIDING TECHNOLOGY; AND B) AS SIGN OF POOR CLIMATE IN USSR-UK RELATIONS.

2. USSR SERVICE MANAGER E. ROGERS GAVE COMMOFF FOLLOWING RUN-DOWN ON FIRMS' PRESENT AND PROSPECTIVE ARRANGEMENTS FOR AFTER-SALES SERVICE:

A) AT PRESENT RANK-XEROX SELLS ITS COPIERS TO TECHNOPROMIMPORT AT A TWO-AND-A-HALF PERCENT DISCOUNT. IN EXCHANGE TECHNOPROMIMPORT HAS ARRANGED FOR LOCAL FACILITY TO PROVIDE AFTER-SALES SERVICE FOR ALL MACHINES IN THE MOSCOW AREA. DURING THE ONE-YEAR WARRANTY PERIOD RANK-XEROX PROVIDES REPLACEMENT PARTS FREE OF
LIMITED OFFICIAL USE

LIMITED OFFICIAL USE

PAGE 02 MOSCOW 18023 020704Z

CHARGE FROM ITS BRITISH DEPOT. ROGERS ACTS AS TECHNICAL CONSULTANT

TO SERVICE FACILITY AND ON RARE OCCASIONS PERFORMS COMPLICATED REPAIR WORK PERSONALLY. END-USERS IN OTHER PARTS OF THE USSR DO NOT NORMALLY HAVE ACCESS TO MOSCOW FACILITY, BUT RANK-XEROX HAS ARRANGED TO SEND TECHNICIANS FROM SOME OF THESE INSTITUTIONS TO ITS SERVICE SCHOOL IN BRNO, CZECHOSLOVAKIA. MACHINES OUTSIDE MOSCOW ARE OFTEN OUT OF ORDER FOR LONG PERIODS.

B) RECOGNIZING SHORTCOMINGS OF PRESENT SITUATION, SCST AND TECHNOPROMIMPORT APPROACHED RANK-XEROX RE NEW ARRANGEMENT WHEREBY CENTRAL STATISTICAL ADMINISTRATION (CSA) WOULD ASSUME RESPONSIBILITY FOR AFTER-SALES SERVICE FOR ALL COPIERS IN USSR. CSA WOULD ALSO MAINTAIN SPARE PARTS DEPOSITS AND FURNISH PARTS FOR REPAIRS DURING WARRANTY PERIOD. THIS DEAL IS ATTRACTIVE TO RANK-XEROX, WHICH HAS ALREADY SENT CSA TECHNICIANS TO ITS BRNO SCHOOL IN ANTICIPATION OF A SUCCESSFUL NEGOTIATION. ONLY STICKING POINT IS PRICE, AS SOVIETS ASKING FIVE PERCENT DISCOUNT IN EXCHANGE FOR EXPANDED SERVICE.
STOESSEL

LIMITED OFFICIAL USE

NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01 JAN 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
Control Number: n/a
Copy: SINGLE
Draft Date: 02 DEC 1974
Decaption Date: 01 JAN 1960
Decaption Note:
Disposition Action: RELEASED
Disposition Approved on Date:
Disposition Authority: golinofr
Disposition Case Number: n/a
Disposition Comment: 25 YEAR REVIEW
Disposition Date: 28 MAY 2004
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1974MOSCOW18023
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Film Number: D740348-0435
From: MOSCOW
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1974/newtext/t19741268/aaaacgbm.tel
Line Count: 79
Locator: TEXT ON-LINE, ON MICROFILM
Office: ACTION EB
Original Classification: LIMITED OFFICIAL USE
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
Previous Channel Indicators:
Previous Classification: LIMITED OFFICIAL USE
Previous Handling Restrictions: n/a
Reference: n/a
Review Action: RELEASED, APPROVED
Review Authority: golinofr
Review Comment: n/a
Review Content Flags:
Review Date: 26 MAR 2002
Review Event:
Review Exemptions: n/a
Review History: RELEASED <26 MAR 2002 by shawdg>; APPROVED <28 MAY 2002 by golinofr>
Review Markings:

Declassified/Released
US Department of State
EO Systematic Review
30 JUN 2005

Review Media Identifier:
Review Referrals: n/a
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
Secure: OPEN
Status: NATIVE
Subject: RANK XEROX IN USSR: ACCREDITATION AND AFTER-SALES SERVICE
TAGS: BBAK, UR
To: STATE
Type: TE
Markings: Declassified/Released US Department of State EO Systematic Review 30 JUN 2005